

To our wonderful patients,

Due to the continuing pandemic, we have updated our office Protocols.

Our current protocols keep our office staff and patients safe, which is our greatest concern at this time.

Below are our office protocols. If you have any questions, kindly call our office for more information.

- We will no longer be able to have a waiting room in the office. To safeguard everyone, we ask that you wait in your car and call us when you arrive.
- If anyone has a temperature of 100.3 or greater, we will ask you to reschedule the appointment. Our staff will have their temperature taken daily as well.
- We ask that our patients come in with one parent to limit the amount of people we have in our office at one time. All siblings and caregivers not going back with the patient should remain the car.
- Safety is our primary concern for patients, their families, and our staff. EVERYONE who enters the office must be wearing a mask (face shields are not an accepted form of protection).
- Everyone that enters the office must sanitize their hands and get their temperature taken, this includes parents and caregivers.
- We have installed plastic screens/barriers to further minimize exposure. High Efficiency Particulate Air (HEPA) air purifiers have been installed in our treatment areas.
- **If you answer “yes” to any of the following questions please call our office to ensure we can still see you for your appointment:**
 - Has anyone in your home been sick in the past 2 weeks?
 - Has anyone come in contact with covid in the past 2 weeks?
 - Has anyone taken a covid test in the 7 days prior to your appointment?

In addition to our “Covid Protocols”, we have updated how we schedule some of our appointments. Due to a high volume of no-show appointments, we will now schedule all siblings one after another if they are coming in for fillings. Last minute cancelations or no-shows severely impact our schedule. For this reason, we will be increasing the missed appointment fee to **\$50.00 PER PATIENT** if an appointment for our operatory is missed. If you missed or last minute cancel an appointment for Cleanings/check up the fee is **\$30.00 PER PATIENT**.

We thank you for your continued trust in our practice as we navigate through these uncertain times.